

# Zithulele Hospital Accommodation for Clinical Staff



A comprehensive guide

Last updated Dec 2020



## Introduction

**Rural hospitals have many unique challenges and opportunities. Accommodation is one of them. This information booklet is an attempt to provide as much information as possible, and be as transparent as possible about the way accommodation works for members of the clinical team at Zithulele Hospital. Please read it in full!**

The accommodation available at Zithulele is really great for a rural hospital. And as just one glance to almost every other home in our area makes immediately obvious, we're incredibly privileged to have access to the quality accommodation that we do. But at the outset let's be frank: accommodation for staff in Zithulele is one of our biggest challenges.

Technically, the Department of Health is *not* obligated to provide employees (other than people doing community service or internship) with accommodation – though as you'll see below it does provide *some* accommodation recognising that in our rural area doing so is an important contributor to staff recruitment and retention. As you are no doubt aware, in most hospitals in the country staff are required to find their own accommodation.

In Zithulele, it is possible to rent a rondavel or room with a local family, as some of our staff do indeed do. It is a great way to become part of the community. You'll feel more connected to people and less of an island and if you don't yet speak isiXhosa, immersion is a great way to learn. Most homesteads lack running water and electricity. Meals can be shared with the host family or arranged separately. If you're new to Zithulele and would like to live in the community, please let me know and I'll direct you to people who can facilitate this. There are also rental options in Hole in the Wall (30min drive on a dirt road) and Coffee Bay (45min drive on a tar road). Once you've been here a while, you might want to explore discussing land with the local chief and build your own house. Many of the long-term staff have invested financially in improving their homes and gardens.

But clearly building is not viable for shorter-term employees, and living without running water and electricity is not everyone's cup of (super-sweet, milky) tea, and so you may be glad to know that there is a *limited* amount of rental accommodation available which does have luxuries like electricity and running water. The Clinical Team is extremely fortunate in having access to some of the best accommodation around. We want to be transparent about how it all works and ensure that we're responsible in its use.

In the following pages, I'll explain:

1. The different types of accommodation which get allocated to clinical staff
2. How the allocation process works
3. What rent and levies are payable
4. Some more about maintenance
5. A host of important things to know about living in staff accommodation

Yours faithfully,  
Dr Ben Gaunt, Clinical Manager  
December 2020

# Hospital Accommodation Types

## 1. The Plaza Residences

“The Plaza” is the Department of Health-built accommodation complex over the road from the hospital, completed in 2008. In the Plaza there are two accommodation types, the first of which are the Residences. The Residences are two double-storey blocks of ‘flats’. Each room has a desk, bookshelf and substantial cupboard (hanging and shelf space). You will need to provide your own bed and other items to personalise your room such as curtains, pictures, rugs, waste baskets etc. There are communal bathrooms, and kitchens equipped with stoves, fridges and microwaves, but sadly some no longer work. Past residents recommend investing in a bar-fridge, two-plate stove and microwave to keep in your room. What a number of rooms do give you, though, is a great ocean view! Expect a slightly cramped but potentially social and fun time living with the other staff in the ‘Res’.

## 2. The Plaza Semi-Detached Two-Bedroom Units

The Plaza area also has 10 semi-detached two-bedroom units. Each unit comprises two bedrooms, a bathroom and an open-plan kitchen/dining/lounge area. Each room has large built-in cupboards, and each kitchen has a stove. Some units have a fridge and some furniture, but the best source of “what’s there” is the person or people you are taking over the unit from. (You’ll need to furnish it with everything else.) It is worth getting in touch with your future house mate so that you don’t end up with too much stuff.

## 3. New Lundi Two- and Three-Bedroom Houses

Completed early in 2014, New Lundi currently comprises 8 two- or –three-bedroom stand-alone houses, and 2 bachelor flats, located adjacent to the Hospital. In a partnership with the Department of Health, these were built on Hospital land, but paid for by the Jabulani Foundation (thanks to many individual and corporate donors) to provide further accommodation for clinical and support staff. New Lundi is so named because of its 180-degree ocean views on the horizon – ‘Lundi’ meaning ‘Horizon’ in isiXhosa. The New Lundi houses each have bedrooms with built-in cupboards, one bathroom and an open-plan kitchen/dining/lounge area, and a deck in front to take in the views.

## 4. Mission land houses

Zithulele Hospital was originally started by Dutch Reformed Church missionaries and has retained a strong link with the Church which has a significant amount of land adjacent to the Hospital. The Church has very kindly allowed the Jabulani Foundation to build or develop a number of houses on their land, which are then rented out to NGO staff, visiting students, and, if required and there is space, to DoH staff. The house most commonly rented to DoH staff is the ‘Old Clinic’, two semi-detached one-bedroom units in what was the original Zithulele Clinic, right next to the Hospital

entrance. All mission land houses come with a stove, but other items vary quite a lot – please check with John Young from Jabulani.

## **5. “Park City” – pre-fabricated housing**

In anticipation of a further phase of hospital renovation, a park home village able to accommodate 96 staff was erected in 2017. A number of staff, mainly nurses and admin, have moved there from the old nursing residence in the middle of the hospital site, where people were sharing up to five to a room. The park homes have individual rooms (on the small side at 2.85m by 2.85m) and shared bathrooms and kitchens. Most people cook in their own rooms, however. Further details about the rooms, suggested dimensions for furniture and how to customise them are available to those for whom it’s relevant. There is an outside area we think could be nicely improved (we’re thinking grass and possibly even add some outdoor living features) but that momentum probably needs to come from the people who stay there.

## Room Allocations

Hospital accommodation is overseen in general by a Housing Committee made up of a variety of representatives. The clinical team is fortunate in that the semi-detached units at the Plaza and the New Lundi accommodation (together, the cream of the crop) were built with us specifically in mind. These units, as well as some of the rooms in the Plaza Residence and Park City have been set aside for clinical team use.

Now comes the tricky part – who should live where and with whom?!

There are a number of things we take into account. Here is a list of criteria, though weighting them against each other can be tricky and each one has a knock on effect on the others!

- Role at the hospital
- Seniority
- Years at Zithulele
- Age
- Years worked overall
- Whether the person does night calls
- Hours worked in a week
- Married / Partner
- Married to another clinical team member
- Children
- Where is home? Is Zithulele a seven-day-a-week home, or weekly boarding?
- Recruitment scarcity
- Years studied
- Accommodation history: multiple previous moves
- Accommodation history: multiple previous housemates
- Stated (or expected) longevity at Zithulele
- Inter-personal dynamics / Personalities
- Willingness to contribute to maintenance

We try to avoid:

- Mixing sexes unless this is requested or there is a couple sharing with a single
- Moving people during the year. This is not always possible. In the case of a necessary move, we try to move the most junior and newest staff. However, this is also not always practically possible.
- Housing people from the same departments together unless this is requested because it is tough to work closely together all day and then go home and live closely together

In addition, we try hard to accommodate requests! Perhaps there's a particular friend or colleague you'd really like to live with? Sometimes, there's someone who

you just don't gel with! Perhaps someone with a stunning garden has just resigned and you've had your eye on inheriting it. Maybe you want to live at New Lundi, or you don't...

Given the number of different factors to consider, the criteria need balancing against each other and can be hard to know how to apply. It is impossible to create one-size-fits-all rules when allocating rooms. There are a large number of people to fit in, as well as constant uncertainty about who exactly will arrive when. Other issues that play a role are hospital politics and the critical shortage of accommodation for hospital staff (not just professionals). There are many layers to consider.

As Clinical Manager, I take final responsibility for the allocations, which I run past the CEO too. In the interests of transparency and to make use of the wisdom of many heads, I have been helped for several years by:

- Sally le Roux and Ruan Cilliers (both long termers, with no plans to leave, who've financially invested in their accommodation and who won't be moving, improving impartiality)
  - John Young (also long term and Jabulani GM, able to give an outside perspective and so he's aware of plans)
  - Nick Fine and Sbu Matikinca who officially represent us on the Institutional Housing Committee
  - Robyn Wates who is the most senior non-medical member of the clinical team
- This is not an exclusive committee and I'm happy to include anyone else who's willing to make a commitment to helping manage staff accommodation matters for at least two years (a sense of history and the politics involved is important).

Please be assured that it is all very carefully considered, and there are good reasons for you being allocated where you will be, but feel free to ask for clarity if something seems unfair to you.

## Rent and Levies

Everyone is agreed that for what one gets – quality accommodation, piped water, access to electricity, security, a car space and gardening of communal areas and basic maintenance – accommodation in Zithulele is an absolute steal. Not only is it far cheaper than city living, but we are extremely privileged to have what we have – not just compared to the surrounding community, but to other hospital staff too.

With privilege comes responsibility. Obviously, there's the responsibility to behave appropriately and look after the accommodation in general, but there are two financial aspects too.

### 1. Rent / Levy

Everyone pays rent of some kind, but the amounts depend on where you live. For most staff, rent is deducted directly from your salary, but not for all. Here are the details:

#### *The Plaza Residences*

Lease: Signed directly with the department. Runs January to December.  
Renewed annually  
Rent in 2021: R200 per room per month\*  
Payment: Deducted off salary\*\*  
Electricity: Included  
Water: Included  
Gas: N/A

#### *Park City*

Lease: Signed directly with the department. Runs January to December.  
Renewed annually  
Rent in 2021: R150 per room per month\*  
Payment: Deducted off salary\*\*  
Electricity: Included  
Water: Included  
Gas: N/A

#### *Plaza Two-Bedroom Houses*

Lease: Signed directly with the department. Runs January to December.  
Renewed annually  
Rent in 2021: R400 per room per month\*  
Payment: Deducted off salary\*\*  
Electricity: Included  
Water: Included  
Gas: N/A

### ***Mission land houses***

Lease:	Signed with Jabulani on behalf of the Uniting Reformed Church. Runs January to December. Renewed annually
Rent in 2021:	R1150 per room per month (R250 per room per month subsidised by PEF) <sup>Δ</sup>
Payment:	Made to Jabulani (who pay it on to the Church) <sup>β</sup>
Electricity:	Paid for by tenant. Prepaid tokens bought at cost from Jabulani.
Water:	Included
Gas:	Tenant arranges and pays

### ***New Lundi Two- and Three-Bedroom Houses***

Lease:	Signed with Jabulani on behalf of the Hospital. Runs January to December. Renewed annually
Levy in 2021:	R1150 per room per month (R250 per room per month subsidised by PEF) <sup>ϕ</sup>
Payment:	Made to Jabulani (who manage and maintain this section on behalf of the hospital) <sup>β</sup>
Electricity:	Paid for by tenant. Prepaid tokens bought at cost from Jabulani.
Water:	Included. From rain water tanks predominantly.
Gas:	Tenant arranges and pays

\* Note that this rental amount is set by the ECDOH and subject to change.

\*\* For sessional staff, or anyone employed on an establishment other than Zithulele Hospital, you might need to pay this in cash, or via EFT (bank details available from admin). In these cases it is your responsibility to make sure you keep up to date with payments.

<sup>Δ</sup> The actual rent paid to the church is R1150 per room, but this is subsidised via the Plaza Equity Fund, more below. A room occupied by a non-hospital spouse is not subsidised.

<sup>β</sup> Please check you do not have rent deducted by ECDOH as well, if you live here!

<sup>ϕ</sup> As with Mission Land houses, the costs are R1150 per room per month, but this is subsidised via the Plaza Equity Fund, more below. A room occupied by a non-hospital spouse is not subsidised.

New Lundi, given its development history, is managed and maintained by the Jabulani Rural Health Foundation. Jabulani is a registered NPO with audited accounts and does not make any profit from the arrangement. Because the word “rent” creates confusion, we prefer to call the amount New Lundi residents pay a “levy” as the landlord is technically the ECDOH and Jabulani the administrating agent. The levy goes directly towards basic maintenance, electricity for communal lights, gardening of communal areas in New Lundi and a small administration fee to cover costs. For transparency, twenty percent is set aside into a fund to cover future significant costs for which monthly budgeting and cash flow are insufficient. All money collected from clinical staff benefits clinical staff either now or in the future.

## **2. The Plaza Equity Fund and maintenance**

As can be seen from the above, different units have quite different rental amounts. This has the potential to cause even more complications when it comes to the allocation of accommodation! The long-standing solution is the Plaza Equity Fund, a way of sharing costs across the team. The main cost, of course, is for maintenance. We have a responsibility to maintain the accommodation in the best possible condition, for future generations of clinical staff.

All the rental contracts include clauses stating that the maintenance of the buildings and gardens in a clean, tidy and acceptable condition is the responsibility *of the tenant*, except for *major* plumbing or electrical problems. To ensure that this clause is complied with, the Hospital's official Housing Committee has determined that the Plaza Equity Fund is compulsory for everyone living in the Plaza *housing* units, ensuring a certain standard can be maintained.

There are, in summary, therefore two reasons for the existence of the Plaza Equity Fund. Primarily, it's about equity (hence the name). There's limited government-provided accommodation. Costs elsewhere are higher (levies, as well as electricity) despite smaller rooms. There are of course some benefits like a larger common area and the opportunities to extend your house (at your own cost!). But we can't have some people getting cheap government houses and other paying far more, when everyone's on the same team.

The second reason, is ensuring basic maintenance gets done. There's more on this aspect below.

For clarity, PEF contributions work like this:

### ***The Plaza Residences***

Exempted from PEF payment given the size of the units

### ***Park City***

Exempted from PEF payment given the size of the units

### ***Mission land houses***

Maintenance cost is built into the rent which is paid to the Church

### ***New Lundi Two- and Three-Bedroom Houses***

Monthly levy amount includes the maintenance cost and is higher than Plaza rent so no PEF applies

### ***Plaza Two-Bedroom Houses***

People staying in these units currently need to contribute R500 per room per month towards Equity and Maintenance. (The overall cost per month is therefore the same as for New Lundi: R900 per room per month for clinical staff. Reminder: there are other costs at New Lundi too.) This amount is NOT optional. No one is forced to stay

in these houses, so if you would prefer not to pay it, you will be allocated a room in the Plaza Residence or Park City instead. You can make this decision at any point. You will be asked to sign a form acknowledging your obligation to contribute to this fund when you sign your lease.

For transparency, as with the New Lundi levy, fifteen percent of the PEF is set aside into a fund to cover future significant costs for which monthly budgeting and cash flow are insufficient. All money collected from clinical staff benefits clinical staff either now or in the future.

### **3. Making payments**

Please pay funds which are administered by Jabulani, into the Jabulani account, using your name and the appropriate reference.

Account name: Jabulani Rural Health Foundation

Bank name: ABSA (cheque);

Account no: 4069520005;

Branch code: 632005;

For Plaza Equity Fund, use "PEF" as the reference

For New Lundi, use "NL Levy" as the reference

For Mission Land, use "Rent" as the reference.

Amounts are calculated pro rata if people move in or out in the middle of the month. Please let Jabulani know in advance when they know what date they are moving out, as that makes the calculations easier and they don't have to chase people.

Speaking of being chased, please note that NEW LUNDI LEVIES as well as the PLAZA EQUITY FUND payments are due *in advance* at the start of each month. Please set up a stop order so that this is paid automatically and you don't have to be chased! Thank you!

## Some more on maintenance

As noted above, in addition to bringing equity to the rent and levies applicable to the different types of accommodation, the PEF (and the maintenance portion of the levy paid by New Lundi residents) provides for the upkeep and maintenance (present and future) of the Plaza and New Lundi units and common garden areas.

Remember, major plumbing and electrical maintenance at the Plaza is the responsibility of the ECDOH. *The PEF amount and New Lundi maintenance levy are not set at a level to cover all maintenance.* Equally, they are not there to buy (or change) your light bulbs! They are there to bridge the gap, and will also facilitate the major maintenance, whilst not absolving the ECDOH of its responsibilities. Funds are used to keep the grounds neat, have trees planted, basic maintenance of the houses, refuse removal, and recycling. Some is set aside for future once-off type expenditures – examples from the past include changing door locks, installing burglar bars, repairing fridges, etc.

The Jabulani Rural Health Foundation, which is a registered non-profit organisation whose books are audited annually, manages the PEF on behalf of the hospital (in addition to rent on behalf of the church and the New Lundi levies.). If you have a maintenance issue, it is important to follow the steps laid out here:

1. Complete a Maintenance Request Form. These are available on Dropbox or in hard copy from Nonceba.
2. PLAZA: Residents need to give the hard copy to Mr Xapa, the hospital's Artisan Foreman and email or Whatsapp a copy to the Jabulani Buildings Manager (Riaan van Rensburg). If Riaan is on leave someone else will be designated. If you don't know who this is, ask John Young.  
NEW LUNDI: Residents need to give the hard copy to Riaan, or send it electronically.
3. PLAZA: Once he receives your form, Riaan will discuss the matter with Mr Xapa, the hospital's Artisan Foreman and decide who will be responsible for addressing it
4. ALL: Riaan will report back to you as to who will be responsible and the expected time frames.
5. Please note that all genuine Emergencies (eg burst water pipe) should **also** be reported to Riaan by Whatsapp. (You still need to do the forms though.)
6. Please note that requests that are only reported verbally won't be attended to in future.

Mr Sphelele Xapa's phone number is 073-4958855

Mr Riaan van Rensburg's phone number is 066-2023277

Please bear in mind that Jabulani is a facilitator. They are not the landlord, nor running at a profit. While their staff work extremely hard to help everyone, we need to have appropriate expectations about time frames and what is their responsibility

(and what we can do ourselves). *A list of what maintenance Jabulani is able to assist with appears as an addendum.*

As noted above, fifteen percent of PEF and twenty percent of New Lundi levies is set aside into a fund to cover future significant costs for which monthly budgeting and cash flow are insufficient. All money collected from clinical staff benefits clinical staff either now or in the future.

## **Maintaining gardens**

There is a list of things that get maintained on page 18 to help you understand the specifics better, but here's a quick additional note on the maintenance of gardens.

As you'll see on page 18, Jabulani helps with garden, tree and walkway maintenance in the communal areas around houses (i.e. at New Lundi and the houses section of the Plaza). Maintaining private gardens is a lot more tricky. In order to strike a balance between Jabulani's capacity (physical and financial) and ensure consistency between the Plaza and New Lundi, the following guidelines are applied:

Privately fenced areas are the responsibility of the relevant tenant. This includes if you inherit a space that has been privately fenced. The options for a new tenant inheriting a fenced garden are to take on the responsibility for it (along with the benefits of the private space) or to remove the fence, making that space communal once again. This is potentially tricky for people living in the middle units, where the tenants on either side have fenced a private space. In these instances, Jabulani will facilitate a discussion regarding access that includes your neighbours, but the principle remains that assistance is offered only in communal (or for middle units, accessible) spaces. Obviously, beautification (flowers, shrubs etc) or vegetables are the responsibility of the tenant.

## The nitty gritty of daily life...

### Water

It is only too obvious that most of those in our surrounding community do not have running water. Just because we are lucky enough to be provided with water (effectively for free!) doesn't mean we can waste it. For the sake of those around us and the environment in general please be considerate in your use: don't leave taps running or dripping or have long showers.

The water supply to the whole Plaza and Park City comes from the hospital, which pumps water from the dam down the hill and then treats it. It is drinkable, even if the chemicals used to treat it give it a bad taste, but we do recommend that people planning to stay long term consider an alternative as the high aluminium content of the water might cause harm after long term (many years) exposure. There are two rainwater tanks at the Plaza (adjacent to unit 9 and garage 3). Please only use this water for drinking and cooking, and also make sure that the tap is firmly turned off after using it (we had an entire tank emptied when this wasn't done towards the end of one summer!).

At New Lundi, the water comes from rain water collected off the roof of maternity ward. It is probably safe to drink, but it is not filtered or treated and tests in the past have shown intermittent contamination. We recommend you boil it before drinking and can't take responsibility for illness if you don't 😊.

### Electricity

Electricity is expensive, but residents everywhere other than New Lundi have it included in their rent. Please be responsible and turn off your lights and appliances when not using them. As noted above, New Lundi and the Mission land runs off pre-paid electricity meters. Jabulani sells tokens from Eskom at cost. We strongly encourage you respect the personal space of those who sell the tokens by planning ahead to buy your tokens during normal office hours. Tokens purchased between 17h00 and 20h00, Monday to Thursday, will attract a flat surcharge of R50 and those purchased after 20h00 or on weekends, after 13h00 on Fridays, a surcharge of R100.

### Rubbish and Recycling

At the Plaza, rubbish is to be disposed of in *closed* plastic bags in the small room close to the Plaza entrance. (Please be considerate to the men and women who have to collect it by hand from there!)

There is limited municipal rubbish collection in Zithulele. Some rubbish is still burnt in the hospital incinerator.

At New Lundi, you are responsible for removing your own recycling and garbage. The refuse centre for depositing black bags with non-recyclable garbage is next to the recycling centre. If you don't want to, or don't have time to do it yourself, some

families have an arrangement to pay someone for taking their garbage and recycling away. Please ask your neighbours about this and pay the going rate...

There is a fully-functional recycling depot just below the Philani Training and Research Centre on the main road which is open during office hours. You may drop your recycling there or simply put it in the large, black recycling bins in the Plaza next to the first set of garages. These are clearly labelled and are emptied regularly. Please see the recycling information sheet attached for more information.

### **Storage space - Plaza**

At the Plaza, there are six garages available for rent. Renting them out helps us monitor what's happening, creates accountability and contributes a small amount of additional funding for maintenance. The rent is currently R200 per garage per month, paid into the PEF.

Counting from the "White House" side – the far end, they are:

Garage 1 – rented by Karl and Sally

Garage 2 – rented by Nick and Helena

Garage 3 – communal storage, with shared costs

Garage 4 – used by Jabulani for equipment and tools

Garage 5 – used by a gym, which is freely available for use by hospital and NGO staff and supervised by Langa

Garage 6 – set aside for CEO

There is *not* enough space for you to store all your worldly belongings while here, but there should be room for keeping items that you need and use but can't store in your houses, such as bicycles, jerry cans, tools, etc.

If you do wish to store items in the garage, please:

Be considerate and do *not* take up all the space!

Keep your items tidy and labelled

Take care of other people's items, and put them back where they were if you had to move them to get to your items.

It is a good idea to get together with those sharing your garage and do a clean out and plan how to use the garage together, every now and again. If you are not sure about items currently in one of the garages, please speak to Sally.

Please note: Belongings left in the garages that are not clearly labelled, will be given away at the end of each year. Please do not leave things you don't want anymore when you leave.

### **Storage space – New Lundi**

Very limited communal storage space is available at New Lundi. It is shared between everyone and managed by agreement between the residents. Ask your neighbour :)

## Security

Security is everyone's responsibility. The hospital provides security guards at the main gate, the Plaza entrance gate and sometimes at the gate through to Park City. They are also meant to patrol. Please get to know the security guards, ask their names, etc., so that you know who they are. (They wear uniforms with name badges so it's a bit easier.) Also, if you ever see a security guard on duty who is sleeping, please wake them up and give their name in to their manager – we know it isn't a fun or easy job, but they need to be awake!

If you see someone walking around the accommodation who you do not recognize or who looks suspicious, please either ask them if you can help them, or call a security guard or someone else to come investigate.

If you have visitors from outside the hospital community coming to visit, it is good practice to introduce them to security (maybe even your neighbours!). We don't have a fail-safe sign in system in place yet, but this helps the guards keep an eye on the people who are coming and going.

Useful numbers should there be a security issue:

Mr G Nzimane – Senior Admin Operations, responsible for security 073 3323864

Kwaaiman police – 047 5738905

Mr Apla Mbangwa – sub-headman & head of the community policing forum 083 3501139

All of these are contactable 24hrs/day.

## Gates

Speaking of security... *please* close all gates after use, at all times. We aim to keep pet dogs and children in, and goats and stray dogs out

## Parking

There should be enough parking inside the Plaza for *one* car per hospital employee/family. When parking please do so with thought for your neighbours. Try to park in the marked bays in front of the residences, especially if you live in the houses closest to the gate. Please beware of parking on the driveway next to the car ports, as it can make it impossible for those people to drive out!

At New Lundi, please park in the designated parking areas, at the top or along the side, near the "farm-style" gate. While it is possible to drive onto the common grassed area to load and off load heavy objects or large volumes, please do not park here and please drive in such a way as not to damage the grass. And please watch out for toys and kids!

## Speed limits

The speed limit in the Plaza and Hospital grounds (and on the New Lundi commons) is *Dead Slow*.

**BE AWARE THAT THERE ARE YOUNG CHILDREN AROUND THE PLAZA AND NEW LUNDI AT ALL TIMES. DRIVE CAUTIOUSLY, EXPECTING THEM TO JUMP OUT IN FRONT OR BEHIND YOUR CAR!** If you see anyone driving recklessly please confront them (politely) and report them if necessary to security or Dr Gaunt.

## **Children**

Parents, please be aware of the fact that you are responsible for supervising your children when they play outside of your home or garden. This includes on the common area at New Lundi. The trampoline and jungle gym are there for children to play on, but accidents and injuries do happen. The hospital, Jabulani and their staff will not be held liable for any injuries, as per the lease. Caregivers are expected to supervise play.

Whether at the Plaza or New Lundi, there are a lot of little people around that might not know your house routine/rules. Please ask them if their parent knows where they are if they arrive unannounced (for their own safety and the parents' peace of mind) and feel free to send them home.

## **Noise levels**

Please be sensitive to others with regards to noise. There are often people trying to sleep after busy calls (even during the day). The rules are that music/TV/etc. should not be audible outside of your room at any time of the day or night except in special circumstances.

In general, "quiet time" is between 22h00 and 07h00. This includes jungle gym and trampoline use at New Lundi. Please respect this.

Those on call at night, please be sensitive about where you park your car and try minimise hooting at the gate, so as to avoid waking people (and especially those living in the converted garages at the Plaza) when you go back and forth from the hospital.

## **Guests staying overnight**

You are obviously welcome to have a guest stay in your house or room overnight. Please ensure that they are aware of the "nitty gritty" things that apply.

When it comes to guests for whom you do not have space in your own house or room, the following is of relevance. There are two units that have been independently funded which cannot, due to the details, be allocated full time to any staff member. For some of the time they therefore stand open. These units are one of the Grace Vision bachelor flats and the Le Roux's White House. In the past they have been made available as "guest rooms" and the people concerned are willing to continue this practice. We do need to note a few things:

1. Having any extra guests on the property increases costs – mainly maintenance, electricity (hospital supply at the White House, prepaid at the Grace Vision unit) and cleaning.
2. We need to recoup these costs, but cannot charge “rent” as the properties are not owned by the people or organisations concerned and are on hospital land, with sub-letting specifically prohibited in the leases we sign.
3. Money changing hands is always dangerous, creating the possibility for misunderstanding and accusation.

The system moving forward is therefore as follows:

1. Visiting relatives of clinical staff are welcome to stay in these units if there is space. This needs to be coordinated directly with Charlotte Thorrold (084 575 4618) or Sally le Roux (076-0776479).
2. In special circumstances, this privilege may be extended to friends of clinical staff or family of NGO partners, but it should not be seen as or used just as holiday accommodation. It is specifically for people visiting us in our rural homes. This privilege may be withdrawn if abused, so let’s all be responsible.
3. A clinical staff member needs to take responsibility for the guest/s, including orientating them to the “nitty gritty.” Also, please ensure that the units are respected!
4. A compulsory payment of R100 per room per night (made up of R50 towards a cleaner, R25 towards maintenance and R25 to the hospital for rent) should be paid to the coordinator and a receipt obtained. They will be responsible for paying these monies on and ensuring records are kept.

## **Communal areas**

The communal areas, especially the “Commons” at New Lundi, are great places to gather for social events. Please check with your neighbours when you make plans. If you live at New Lundi and you’re wanting to use the communal area for a braai or party (including, if you live there, before offering other people the opportunity to use the space) please check on the New Lundi Whatsapp group before making your plans. If you do have a function on any common area, you are responsible for arrangements with outside guests and for cleaning up afterwards. Please note that events with exclusive guest lists are better held in private spaces where possible.

## **Pets**

To be honest, our pet policy needs review. In general, living in communal areas is not conducive to pet ownership. But many humans have an extraordinary need for a furry friend. Staff who stay in individual rooms are generally NOT allowed to bring pet animals. (Fish are fine.) Houses which have fences make ownership of certain pets possible. In shared houses or properties (e.g. the Mission), everyone needs to give their consent! Cats are an issue. If you are already a cat owner, the onus is on you to please engage your neighbours – cats sometimes have a mind of their own and people have had their food eaten, baths peed in etc! For this reason, we

discourage people from acquiring a cat post-arrival. Feel free to make friends with your neighbours' pets. Also, if you see them on an escape mission, please let the owners know.

Please note that if you are a pet owner, you have a responsibility to your neighbours to do everything within your power to ensure the pet does not negatively impact their quality of life, just as you would in a city.

## **Washing and Drying Machines**

The Plaza has communal washing and tumble-drying machines, located in the small building between the two residence blocks. These machines are operated with tokens. The tokens cost R5 each and can be bought from Nonceba (Ben's PA) in her office. As can be expected with high use, the machines break from time to time. Please use them respectfully and ask others too as well. The upkeep of these machines is not covered by the Plaza Equity Fund!

There are machines at Park City, which we are in discussion with Hospital Management about creating access for. The main problem is that they are not token operated, so access risks becoming a free-for-all, with broken machines the result soon afterwards.

At New Lundi, two washing machines were installed as part of original build. These are exclusively for New Lundi use and are not maintained. They have lasted well so far with careful use but won't be replaced. There are also some privately-owned machines in the communal laundry. Ask for permission to use them if necessary.

Please share this information with visitors or house-sitters, so they know what to do when it comes to washing.

## **Help at home**

A number of wonderful women and men work in people's homes and gardens, helping with child care, domestic chores and gardening. Please make sure they are aware of these guidelines.

## **Vegetable Gardens**

Several people have got their green fingers working and started vegetable gardens adjacent to their units. Please be considerate and try not to damage these. While people are usually only too happy to share if you have a need, please do ask before taking!

Please note that when goats and sheep get into New Lundi or the Plaza they can destroy all the hard work on the gardens and tree planting in a few minutes, and stray dogs get into the rubbish. Please chase them out if you find them inside!

## **Seafood and Other Hawkers:**

People selling things are NOT ALLOWED unaccompanied inside the Plaza gate or New Lundi premises.

For seafood:

- Fishermen often come to sell items at the Hospital (or in Hole in the Wall, Coffee Bay, etc.). We want to encourage entrepreneurs and provide income but it needs to be done responsibly.
- Please make sure you buy only legal sized seafood and not fish on the SASSI red list. Ensure daily limits are observed (mussels = 30; oysters = 25; fish bag limits as per species).
- Please only buy in the correct season (NB crayfish season is from March – October; i.e. it is illegal to catch or buy crayfish from November to February)
- Licences – in theory you need a licence to catch or be in the possession of seafood. These can be bought at any post office, and cost about R90.
- While some price negotiation is acceptable, please try to pay fairly. Price varies a lot by species and size. Ask someone who's lived here a while if you're unsure what a fair price is.

## **Private spaces**

Getting the balance between being a friendly community and respecting each other's spaces can be challenging. And it's even more complicated as we work together too! Please respect people's need for privacy and space. It's best to ask permission to visit, and not to take offence if someone says "not now." If you have children, please teach them this too. If you're an adult, please be a "village parent" and feel free to set boundaries with the kids. Be aware that at any given time there are doctors working nights (working night shift, sleeping by day), home school is in progress and families with babies who get very little sleep at night.

## **Lastly, a note on asking for medical advice**

This is a great example of how our private and work lives overlap here. Based on real life experience, we're adding it to the accommodation info, especially for guests and visitors! Please remember that the place to seek medical assistance is the hospital. (You need your ID, birth certificate if it's a child who's sick, R50 and head to the OPD clerks.) It is not appropriate to "pop in" for a consult on someone's family time. Of course, if you're friends with one of the medical staff you might end up discussing personal health issues, but please, even then, respect the system. Obviously, if you have a medical emergency, the doctors are all willing to help!

## **Coming or going...**

If you're moving to Zithulele, Nick (a friendly member of the clinical team) will put you in touch with staff who are leaving (assuming you're replacing someone) so that you know what may or may not be in your room, and also so that you can find out if the staff moving on are wishing to on-sell any of their possessions. Buying beds,

bookshelves, fridges, washing machines, microwaves, couches, etc from people already in Zithulele makes your move much, much easier!

We're hoping you'll have a long and happy relationship with Zithulele, but assuming that at some point you decide to take on new adventures, *please* leave your room or unit in the state you'd like to find it!! We've had some horrible experiences in the past, and are trying to set a new standard. This might include filling in holes you've made to hang pictures and even re-painting if your kids drew all over the walls!

## **In summary**

Thank you for reading through this whole booklet! We are so privileged to have the wonderful accommodation we do at Zithulele and trust that by working together we can ensure our experience of living here is positive – and remains so for people who join our team in the future.

My sincere thanks to everyone who helps in any way with accommodation – the Jabulani team, the allocation advisors, hospital staff, each one of us and our predecessors, and the people who helped to put this booklet together.

If you have any questions, please ask!

The following pages have:

1. A list of maintenance items you can reasonably expect to be assisted with
2. Further information on Recycling

There should also be an insert page for those of you who live in Plaza Housing to sign as an acknowledgement of your responsibility to contribute.

**List of maintenance duties for which the JRHF maintenance team are responsible (in accordance with above guidelines on page 8):**

**General maintenance outside all residential houses:**

- Garden maintenance in communal areas
- Maintaining/pruning trees in communal areas
- Maintaining driveways, sidewalks and parking areas

**General outside maintenance at Mission / New Lundi:**

- Preventative maintenance (e.g. regular clearing of roof gutters)
- Maintenance of mulch pits/grey water drainage\*
- Maintenance of septic tanks/french drains\*
- Maintenance of water pumps and water systems
- Maintaining all outside buildings like laundry and store rooms and non-private infrastructure like fencing and communal gates

\* Also done at the Garage conversion in Plaza

**Maintenance inside all residential houses plus physical buildings:**

- Plumbing problems
  - Broken/leaking toilet
  - Burst/leaking pipes
  - Leaking/broken taps
  - Silicon seals on sinks and basins
  - Blocked drains
  - Geyser problems
- Electric problems
  - Power failures/db problems
  - Broken wall plugs
  - Broken lights (NOT blown globes)
- Other problems
  - Physical infrastructure problems
  - Damaged or loose doors
  - Damp (walls and ceilings)

**Please note:**

- Any damage in the above-mentioned categories that occurred as a result of accident or negligence on behalf of the tenant will be repaired/replaced at the tenant's cost (e.g. when digging in your vegetable garden and breaking a drainage pipe, or breaking a window etc.)
- Any damage to the above that occurred as a result of work done by the maintenance team will be the responsibility of the maintenance team (e.g. stone breaking a window while cutting grass)
- All other general "wear and tear" type issues remain the responsibility of the tenant (e.g. changing light bulbs, door handles, sliding door wheels, cupboard hinges etc.)

**Remember:**

Remember to follow the guidelines on page 8. Plaza residents, remember that you must *first* report the issue to Mr Xapa and *then* to Jabulani (no wait needed, but the order is important).

If you have any questions, please speak to Mr Xapa or the JRHF Building Services manager.

# Zithulele Refuse and Recycling Centre

## General Information

The new refuse and recycling centre, located on hospital land between the new Philani training centre and New Lundi, is now operational and open for public use. When you drive past the hospital, take the first gravel road to the right (just before the Sea View SS school turnoff). The centre is then the first structure on your right on the gravel road.

The centre is divided into two sections: one side for refuse and the other for recycling (both are clearly marked). The centre is open weekdays during working hours. The vehicle gates are kept locked to prevent people from leaving them open but the pedestrian gate should always be unlocked during working hours.

- **Refuse**

The refuse site is for all general non-recyclable refuse. Even though it is a refuse site, our aim is to keep it as tidy as possible so please make sure the gates are closed when you leave and follow the rules listed below.

The municipality comes once a week to remove this refuse which gets taken to the Mqanduli dump site.

- **Recycling**

On the recycling side, there is an area designated for people to drop off their recycling. This area is directly on your left as you enter through the pedestrian gate and is divided into five bays: Glass, Metals, Plastic, Paper and Mixed. From there we sort it more specifically into the other bays. Once sorted, all recycling is then taken by Jabulani staff to Tata Waste in Mthatha.

There is a satellite recycling station located in the plaza next to the first garage where you can also drop off your recycling. This satellite station consists of four black wheelie bins that are all clearly marked. Please note that this is ONLY for recycling and please sort your recycling accordingly. All recycling from the satellite station is moved to the main centre by Jabulani staff on a weekly basis.

Please see the below rules and attached recyclable info sheet for clarity on how the centre operates and what you can and can't recycle.

It is also important to note that although Jabulani does receive some money back from Tata Waste for recyclable materials delivered to their site, the refuse and recycling centre operates at a loss. It is not an income generating initiative and relies on donations from generous funders to survive.

## Centre Layout



### Rules

In order to run a 'well-oiled' functional centre, here are some guidelines on what to do and what not to do:

#### Refuse

1. Make sure your refuse is tied up in a bag.
2. Plaza residents can put their refuse in the small room behind the security room, but please make sure that it is bagged (this gets moved to the refuse and recycling centre by the hospital's maintenance team)
3. Other Zithulele residents are responsible for taking their refuse to the centre themselves. Please DO NOT put your bagged refuse in the blue bins situated around Zithulele (these bins are for street refuse only) If the refuse gate is locked, enter through the pedestrian gate on the recycling side and toss it over the low fence to the refuse side.
4. Please do not leave refuse where it is accessible to animals.

#### Recycling

1. We encourage you to sort your recycling according to the four categories provided. If you do not sort your recycling, you can place it in the "mixed recycling" drop-off bay.
2. Please rinse all recyclables before disposal.

3. Metals: Only **Tin** and **Aluminium** are currently recyclable. NO iron, steel, copper, batteries etc. allowed. Please do not crush cans.
4. Glass: Only **bottles** allowed. NO window panes or drinking glasses allowed. Preferably do not break glass bottles.
5. Plastics can be quite tricky to know if they are recyclable or not. The easiest way is to look for the number with the recycling triangle around it on the plastic (it is usually located on the bottom) No Polystyrene or PVC can be recycled at this point. We recycle the following:



6. Please close the lids of the bays when you are done.
7. Please close the gate behind you when leaving.
8. Please close the dustbin lids when using the satellite recycling station.

### How Can You Help?

Recycle, recycle and recycle! It just takes a little bit more effort to separate your recycling from your refuse, but once you are in a good routine, it won't be a burden. You won't have a guilty conscience and you will also save on black bags if you do it correctly.

Another way you can help is by taking some recycling to Mthatha with you when you go during working hours. The process is quite simple and the most convenient part of it all is that Tata Waste is located right next to BT Ngebs Mall. This is how it works...

1. Inform us that you are going... preferably a day before the time
2. We load your vehicle with readily packed and clean bags of recycling
3. You take it to Tata Waste in Mthatha and tell them it is from Jabulani Foundation
4. They weigh it... and you're done!
5. Go shopping 😊

### Directions to Tata Waste

If you're able to help with a recycling delivery, please speak to someone from Jabulani for directions. It would be much appreciated!

We hope that this will encourage you and the wider Zithulele community to recycle your waste and keep our village healthy!

Thank you,  
The Healthy Village Project Team

# ZITHULELE RECYCLING CENTRE



Situated on the New Lundi dirt road, you may drop off your recycling during weekday, work hours  
 Satellite holding sites situated at The Plaza  
 Please rinse if it has contained food  
 See below for what we do and do not recycle

## PLASTICS

No	TAG	Full Name	Example
11	PET	Polyethylene Terephthalate	Usually clear. Soft drink bottles
21	HDPE	High Density Polyethylene	Usually opaque. Milk jugs, detergent & juice bottles, butter tubs, toiletries
31	PVC	Polyvinyl Chloride	<b>WE CANNOT DO</b> (Food wrap, bottles for cooking oil, plumbing pipes)
41	LDPE	Low Density Polyethylene	Grocery bags, some food wraps, squeeze bottles, bread bags
51	PP	Polypropylene	Yogurt & wide-necked containers, water & medicine bottles with cloudy finish, straws
61		Polystyrene	<b>WE CANNOT DO</b> (Disposable containers & packaging)

## METALS

TC	Tin cans
AC	Aluminum cans

## PAPERS

K4	Cardboard	
MAG	Magazine	
FN	Newspaper	
H11	White paper	No colour
TP	TETRA Packs	Long life milk, fruit juice cartons (Please rinse)

## GLASS

GLA	Glass Bottles	Bottles only, not window panes and drinking glasses (Please try not to break)
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## OTHER

EW	E-Waste	<b>WE ARE NOT DOING E-WASTE.</b> Electronics & print cartridges. Take it to Bolunga in EL
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